

Fig. 1A (prior art)

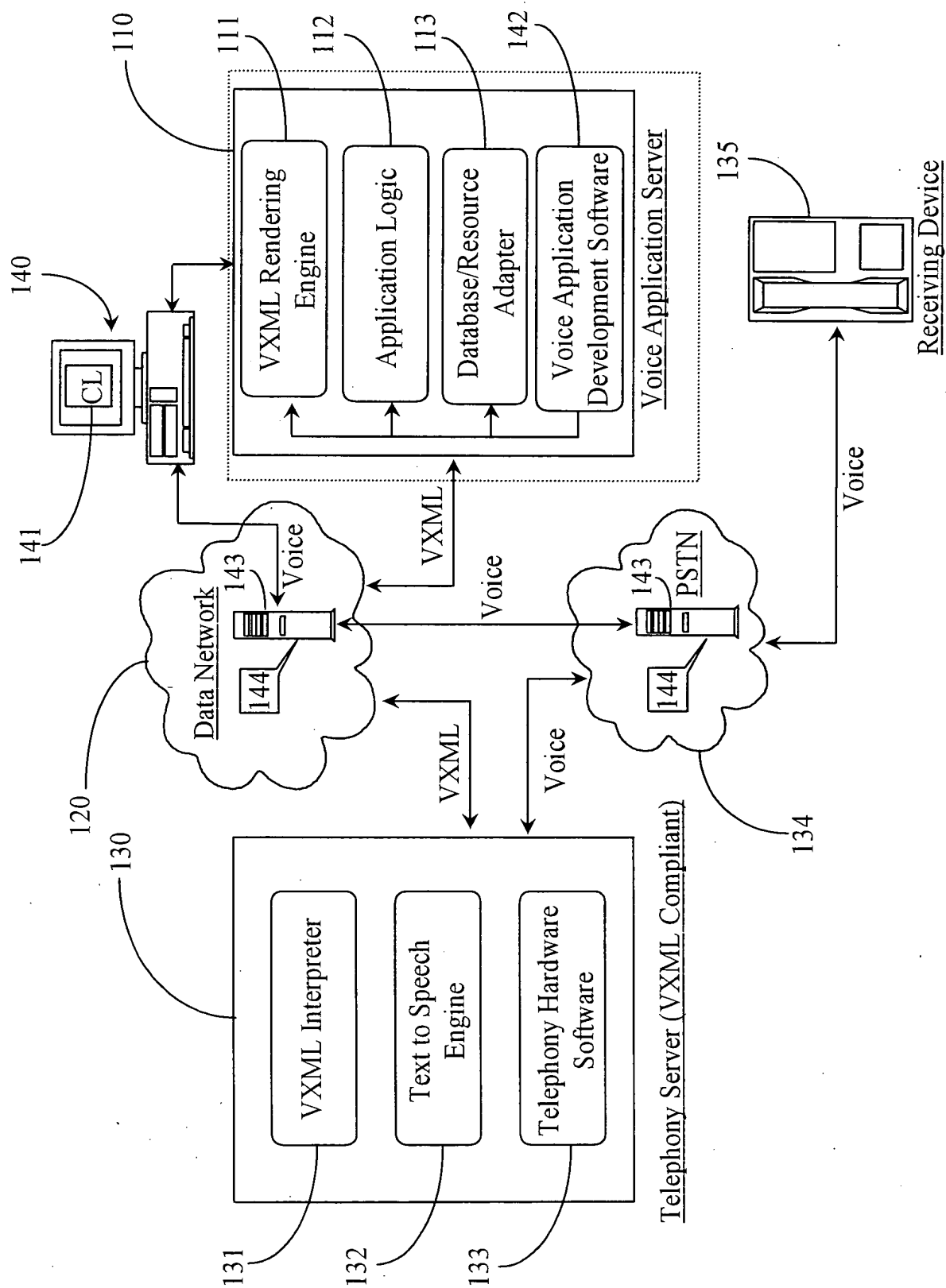


Fig. 1B

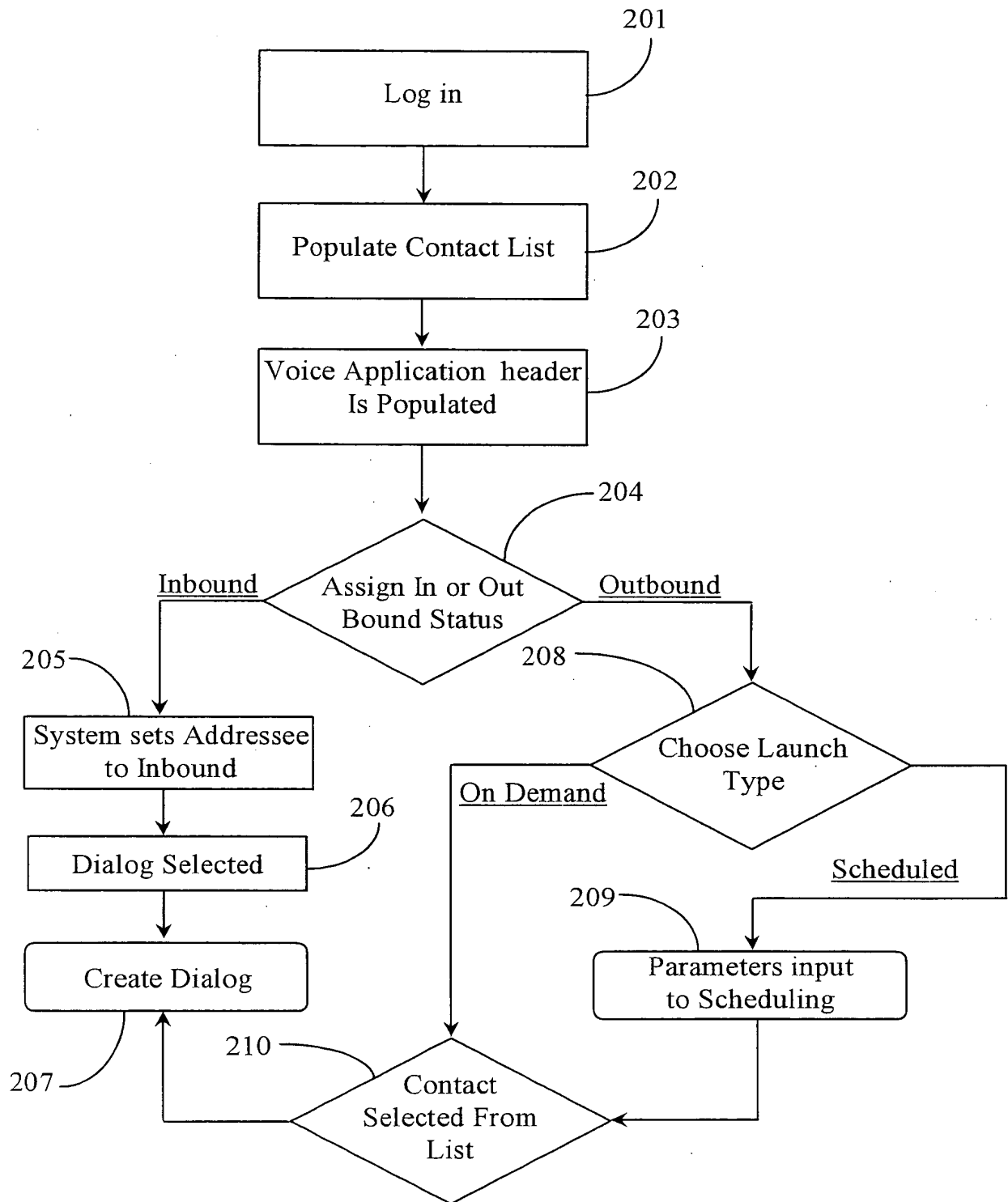
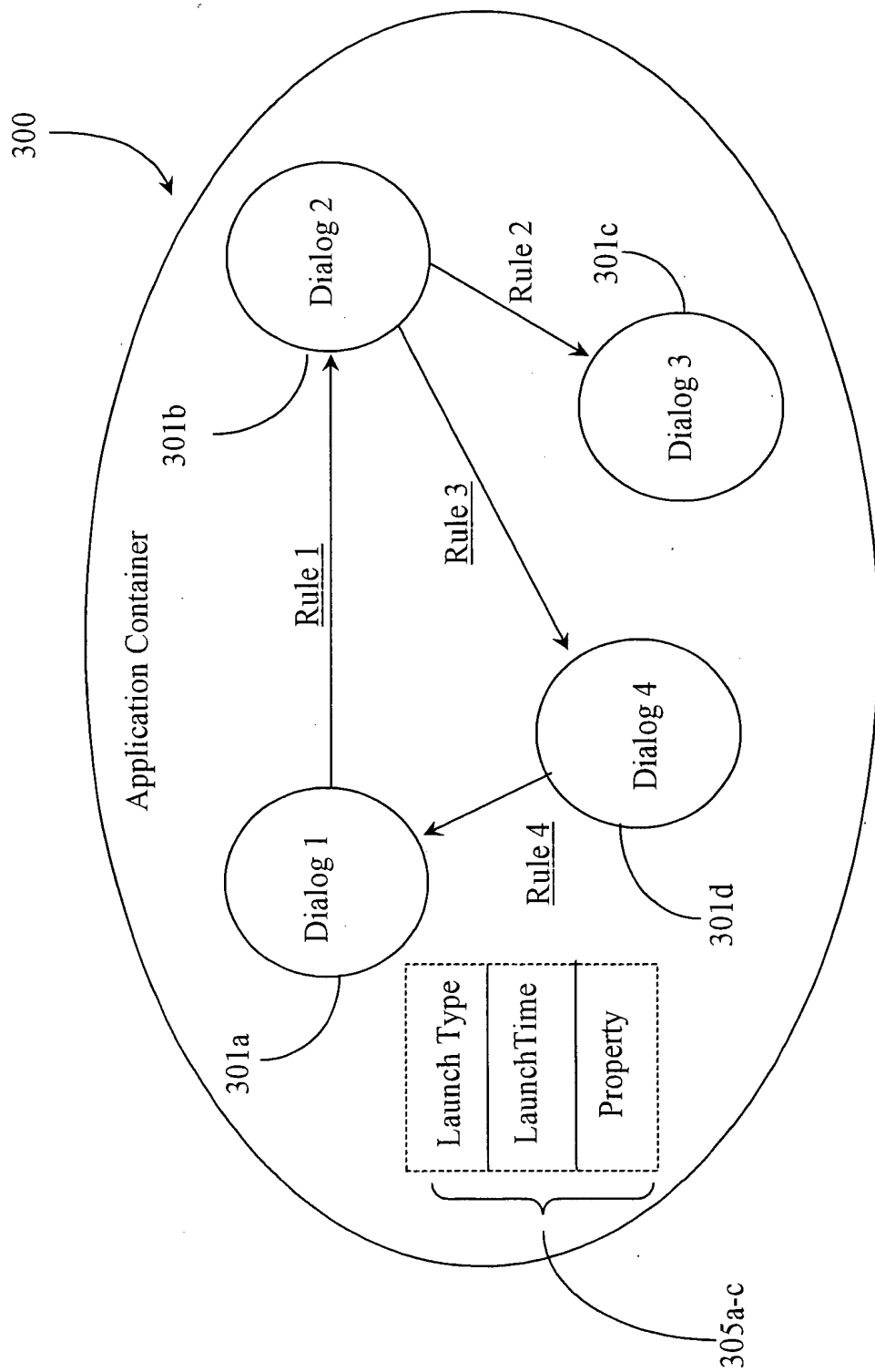
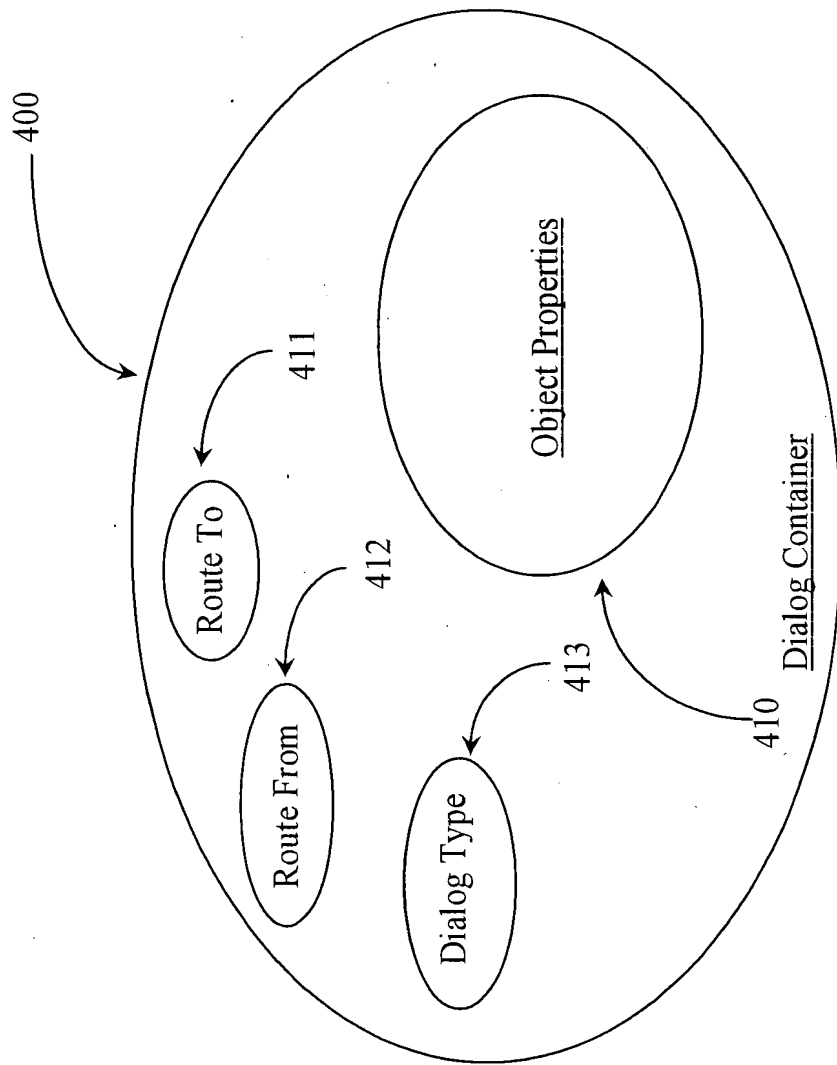


Fig. 2



Voice App Object Model

Fig. 3



Dialog Object Model

Fig. 4

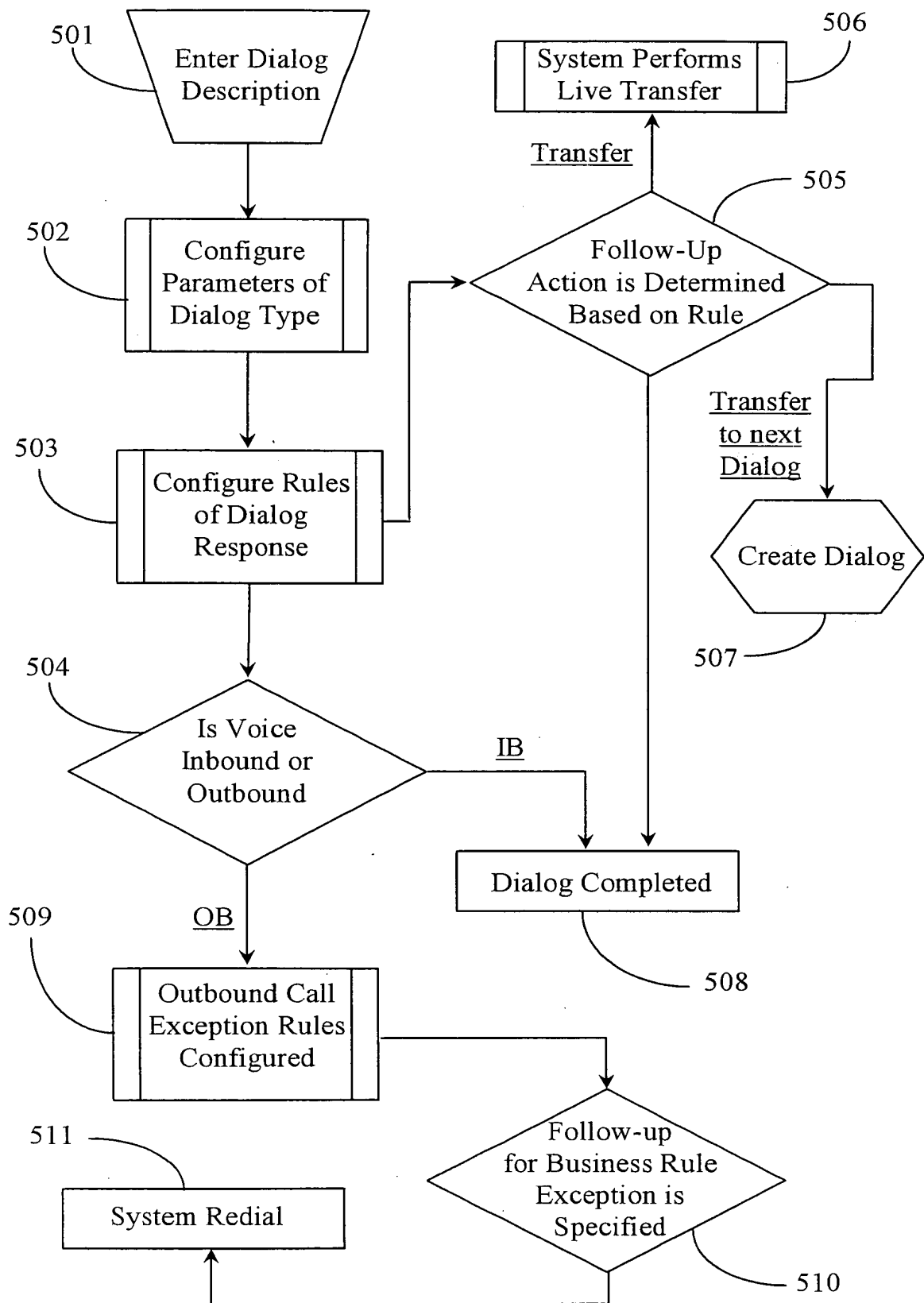


Fig. 5

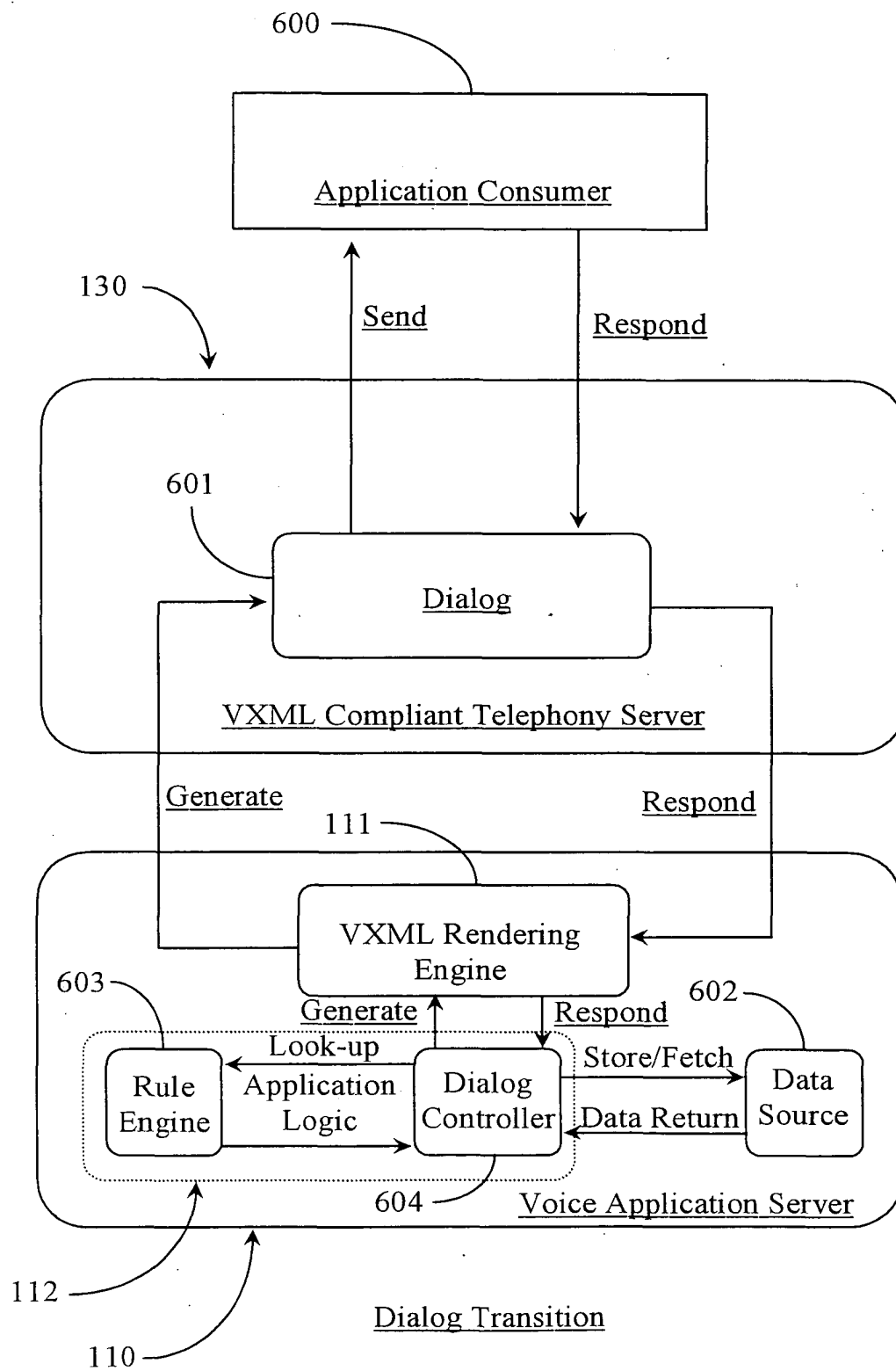


Fig. 6

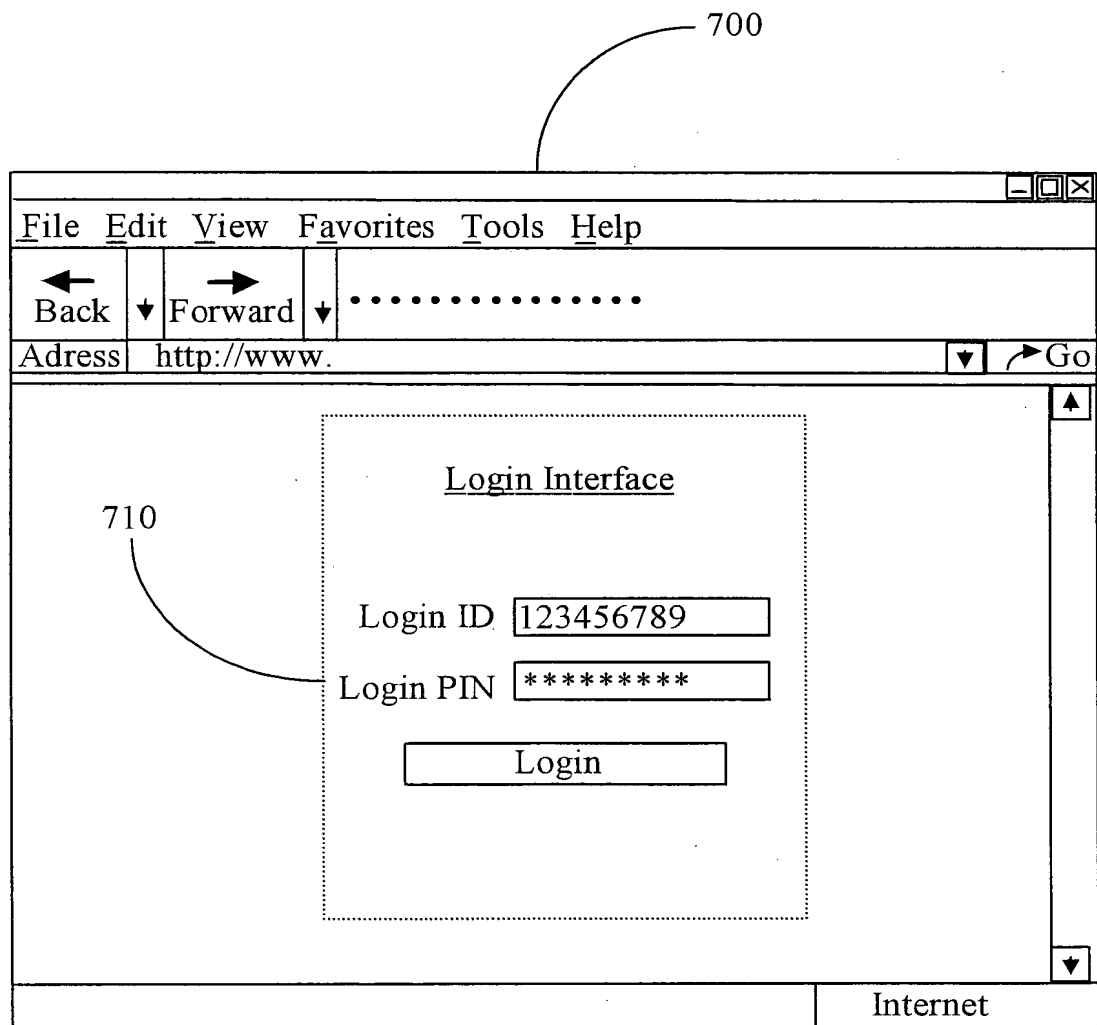


Fig. 7

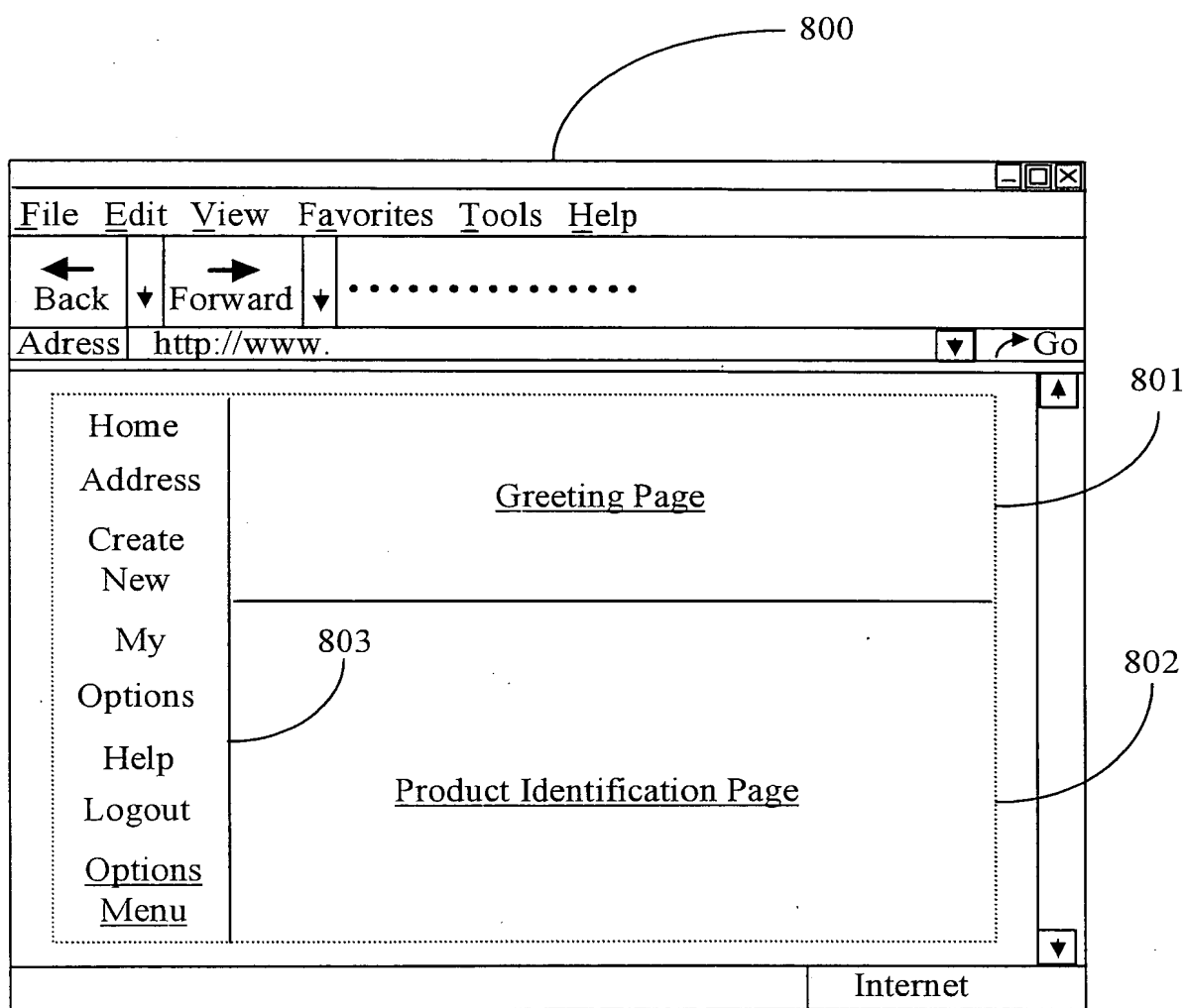


Fig. 8

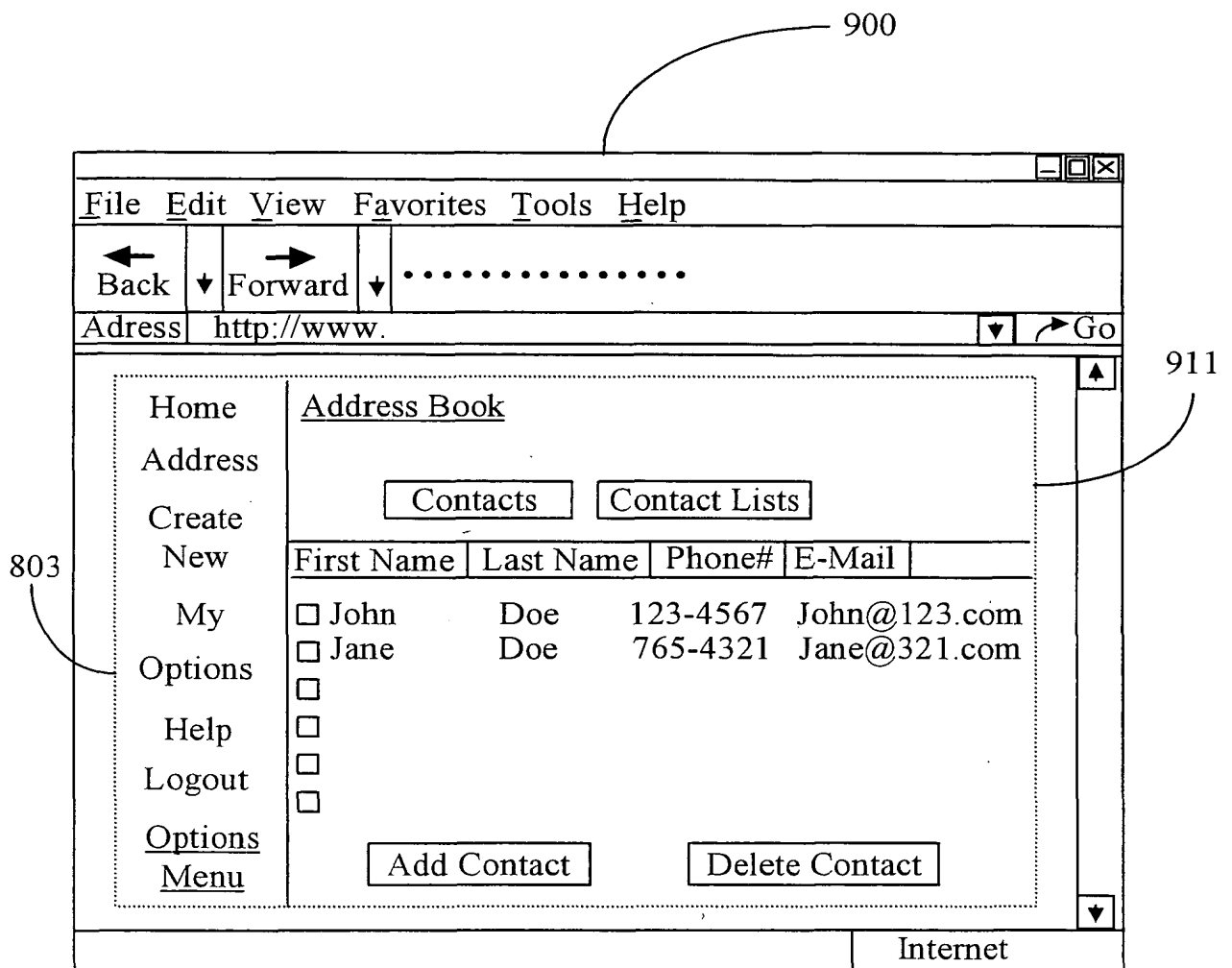


Fig. 9

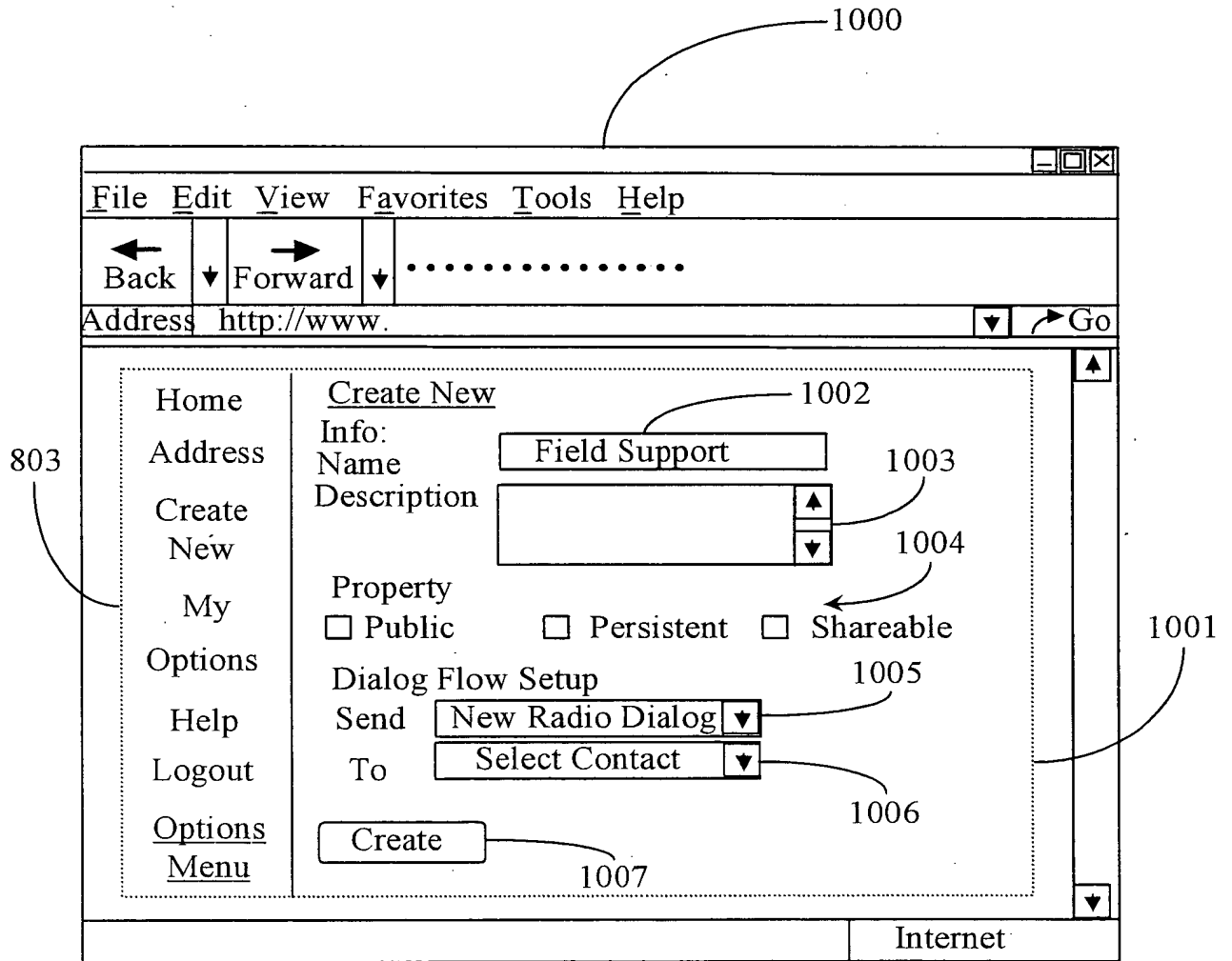


Fig. 10

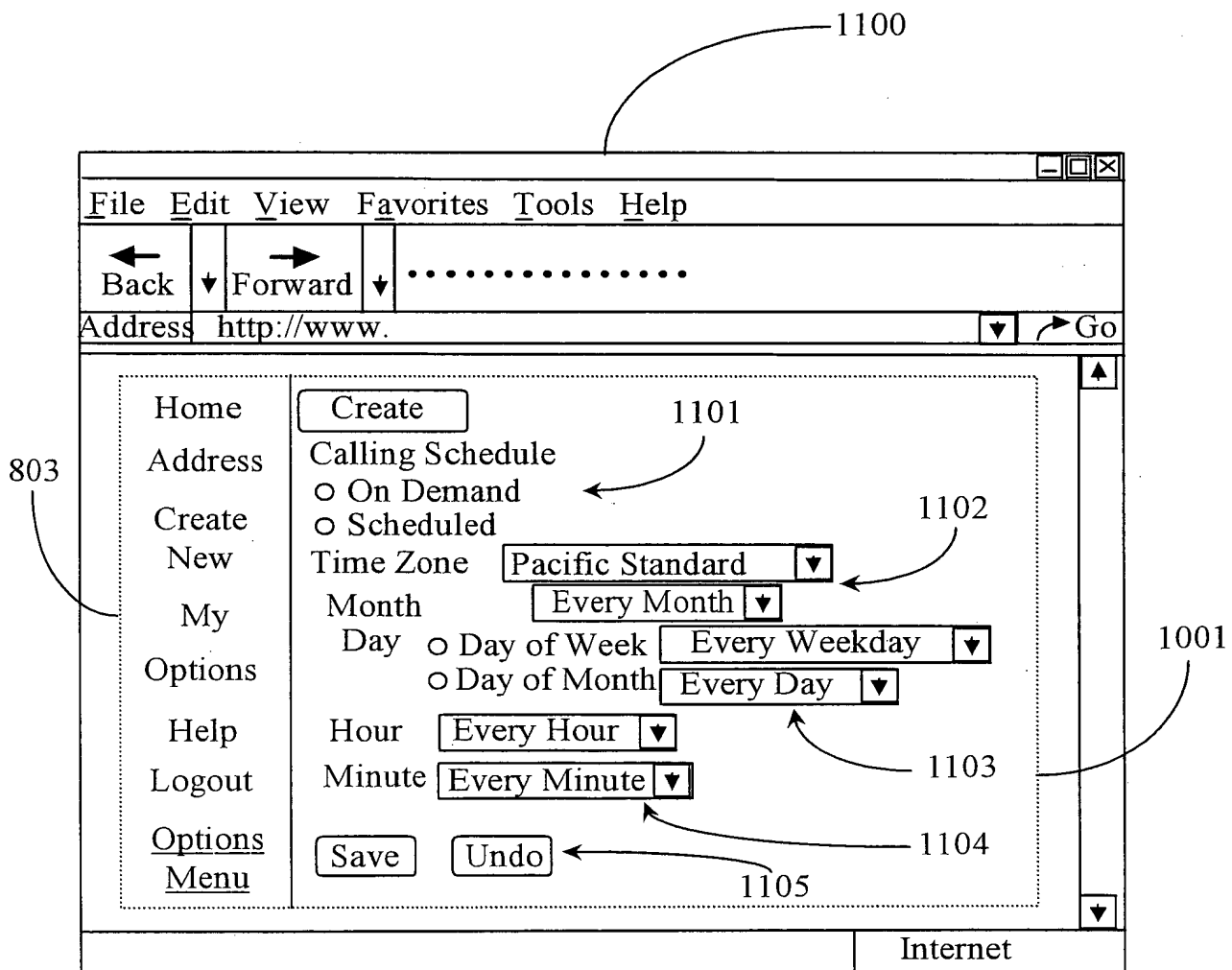


Fig. 11

1200

Dialog Design Panel

Save Dialog

Save and Close

Undo Changes

Route to John Doe

Dialog Name

Field Support

Dialog Description

1201

Radio Dialog Expected Responses

☐ Response Follow-Up Action

☐ Yes

☐ No Action

☐ Connect

☐ Select

☐ Send

☐ R-Dialog

☐ To

☐ Select

☐ Details

☐ No

☐ No Action

☐ Connect

☐ Select

☐ Send

☐ Request

☐ To

☐ John Doe

☐ Details

Create New Responses Delete Dialog Response

Route-to Connection Exceptions

Exception Follow-Up Action

Caller Reject

☐ No Action

☐ Redial

☐ Send

☐ RR

☐ To

☐ John Doe

☐ Details

Line Busy

☐ No Action

☐ Redial

☐ Send

☐ RR

☐ To

☐ John Doe

☐ Details

Voice Mail

☐ No Action

☐ Redial

☐ Send

☐ RR

☐ To

☐ John Doe

☐ Details

1202

Save Dialog

Save and Close

Undo Changes

1203

Dialog Design Window

Fig. 12

1300

Dialog Design Panel

Save Dialog

Save and Close

Undo Changes

Route from John Doe

Route to Jane Doe

Field Support

Machine number <resource: Machine_code/>

is broken. Are you available to fix it?

1301

Radio Dialog Expected Responses

☐ Response
 Follow-Up Action

☐ Yes
 ☒ No Action
 ☒ Connect

Select

☒ Send

R-Dialog

To

Select

▼ Details

☐ No
 ☒ No Action
 ☒ Connect

Select

☒ Send

Request

To

John Doe

▼ Details

Create New Responses Delete Dialog Response

Route-to Connection Exceptions

Exception Follow-Up Action

Caller Reject

☒ No Action

☒ Redial

☒ Send

RR

▼

To

John Doe

▼

Details

Line Busy

☒ No Action

☒ Redial

☒ Send

RR

▼

To

John Doe

▼

Details

Voice Mail

☒ No Action

☒ Redial

☒ Send

RR

▼

To

John Doe

▼

Details

Save Dialog

Save and Close

Undo Changes

1302

1303

Dialog Design Window

Fig. 13

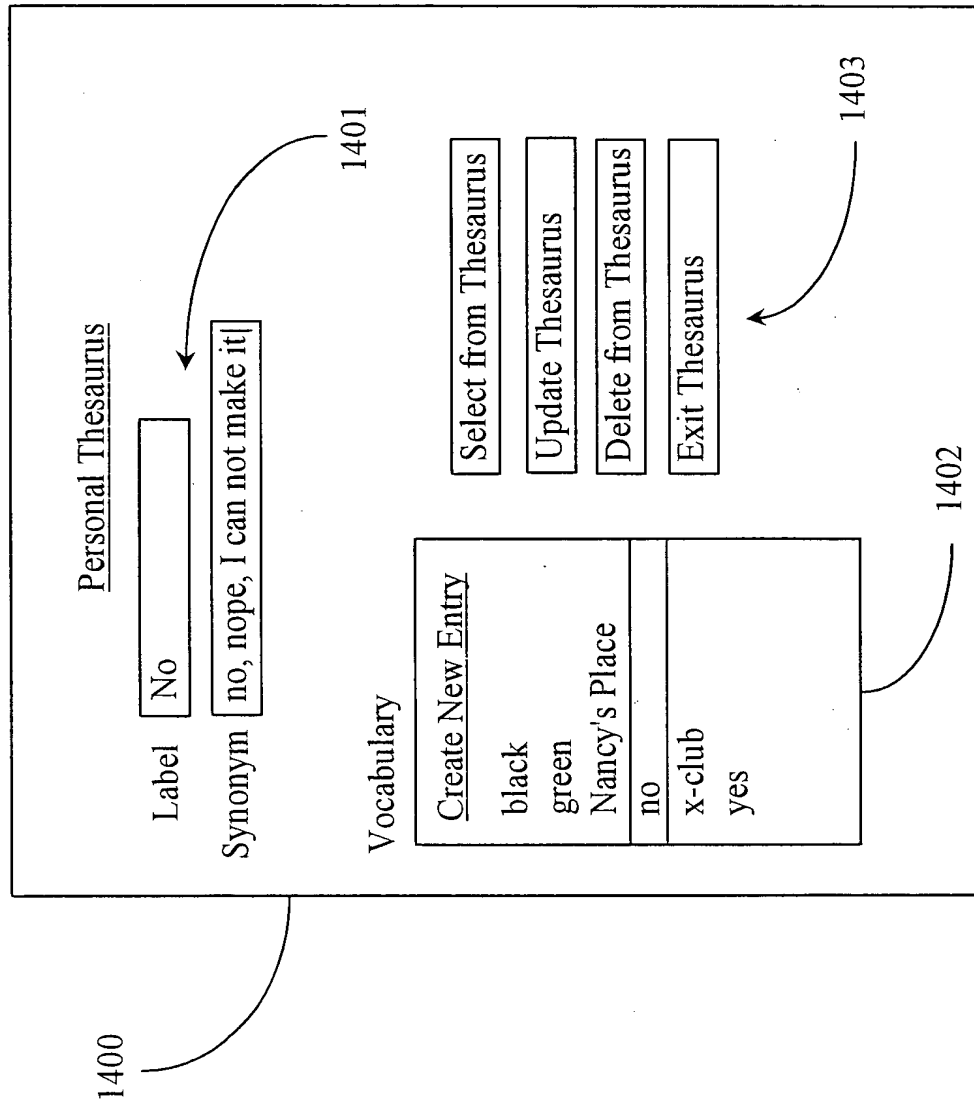


Fig. 14

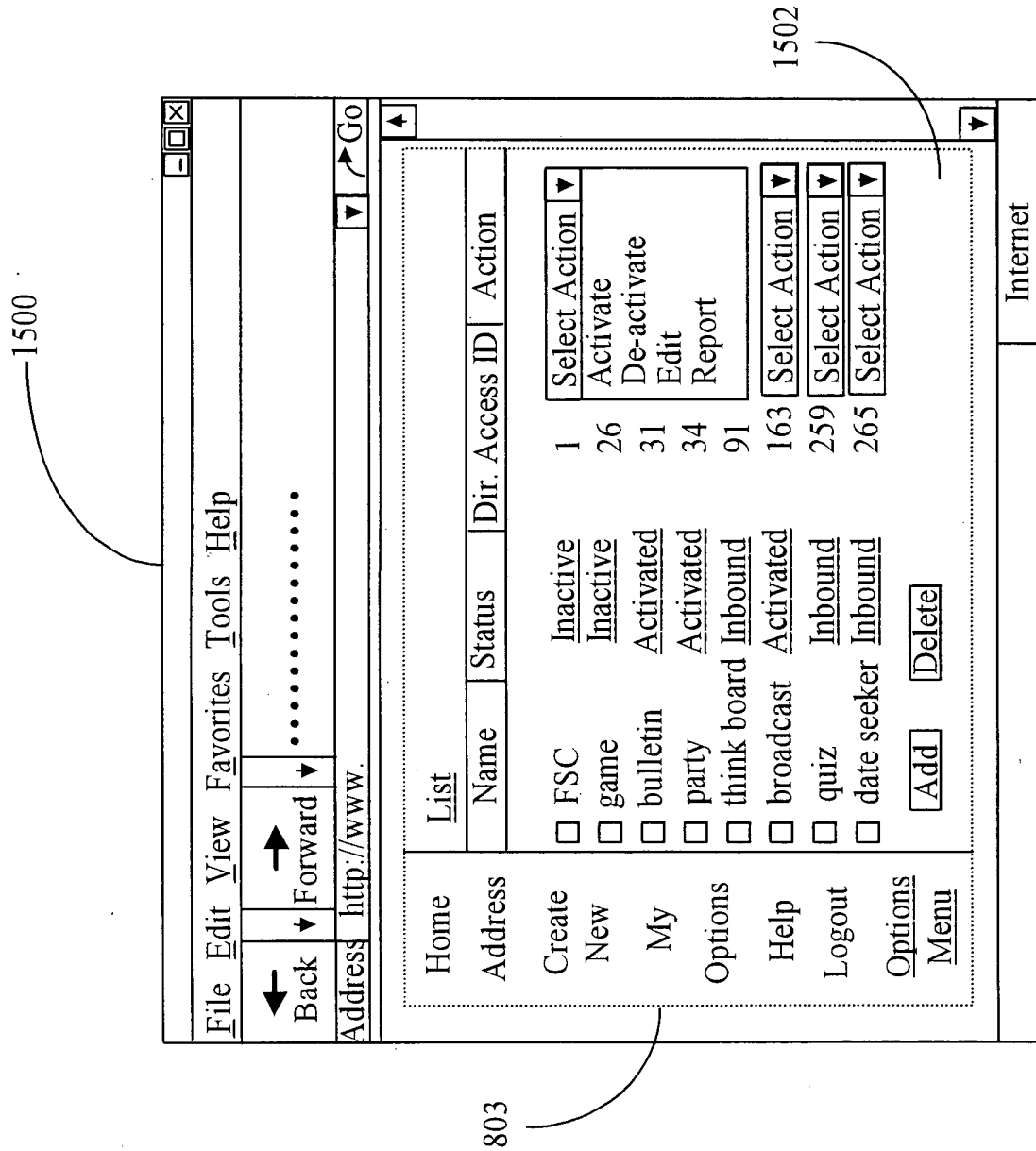


Fig. 15

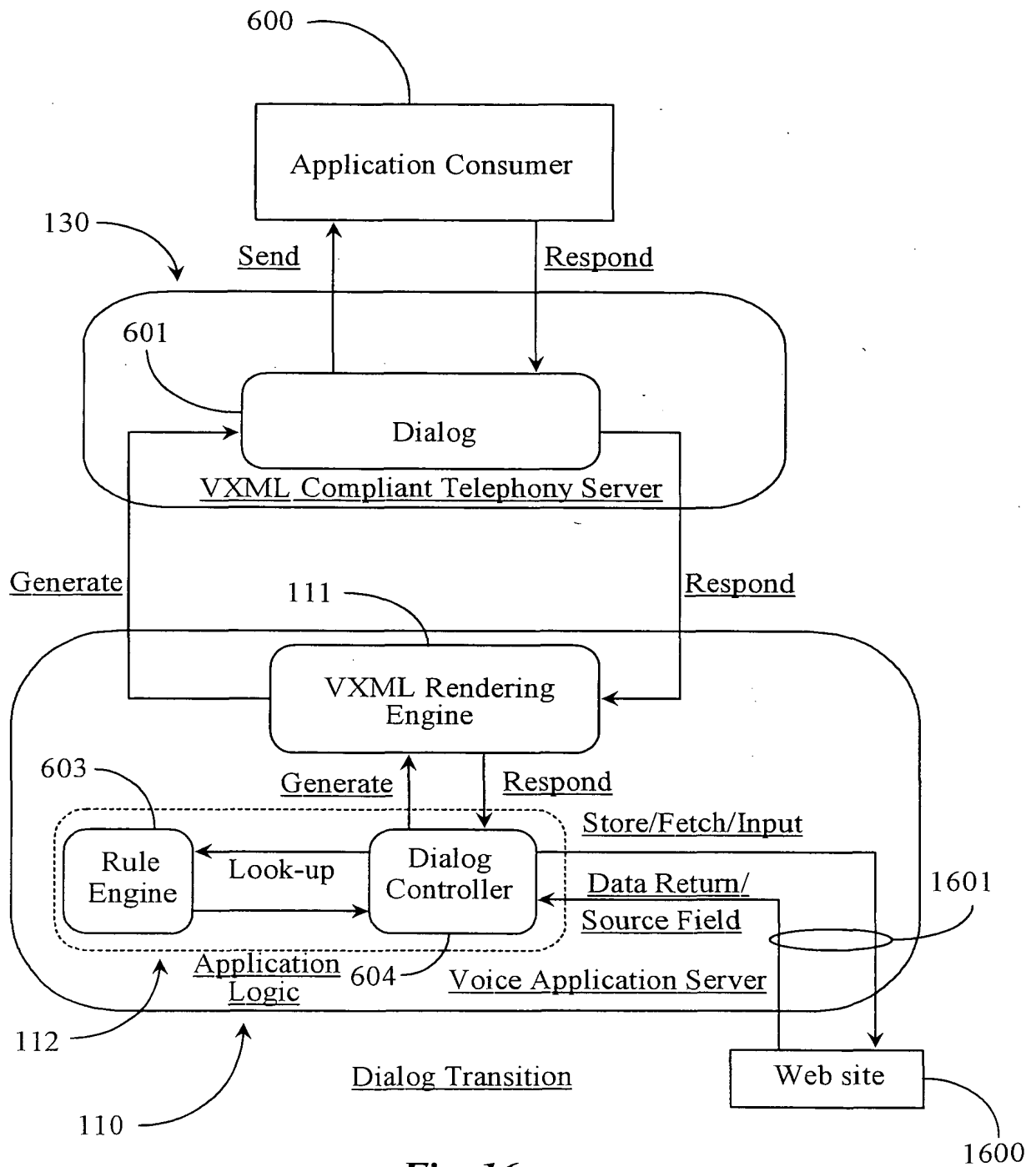


Fig. 16

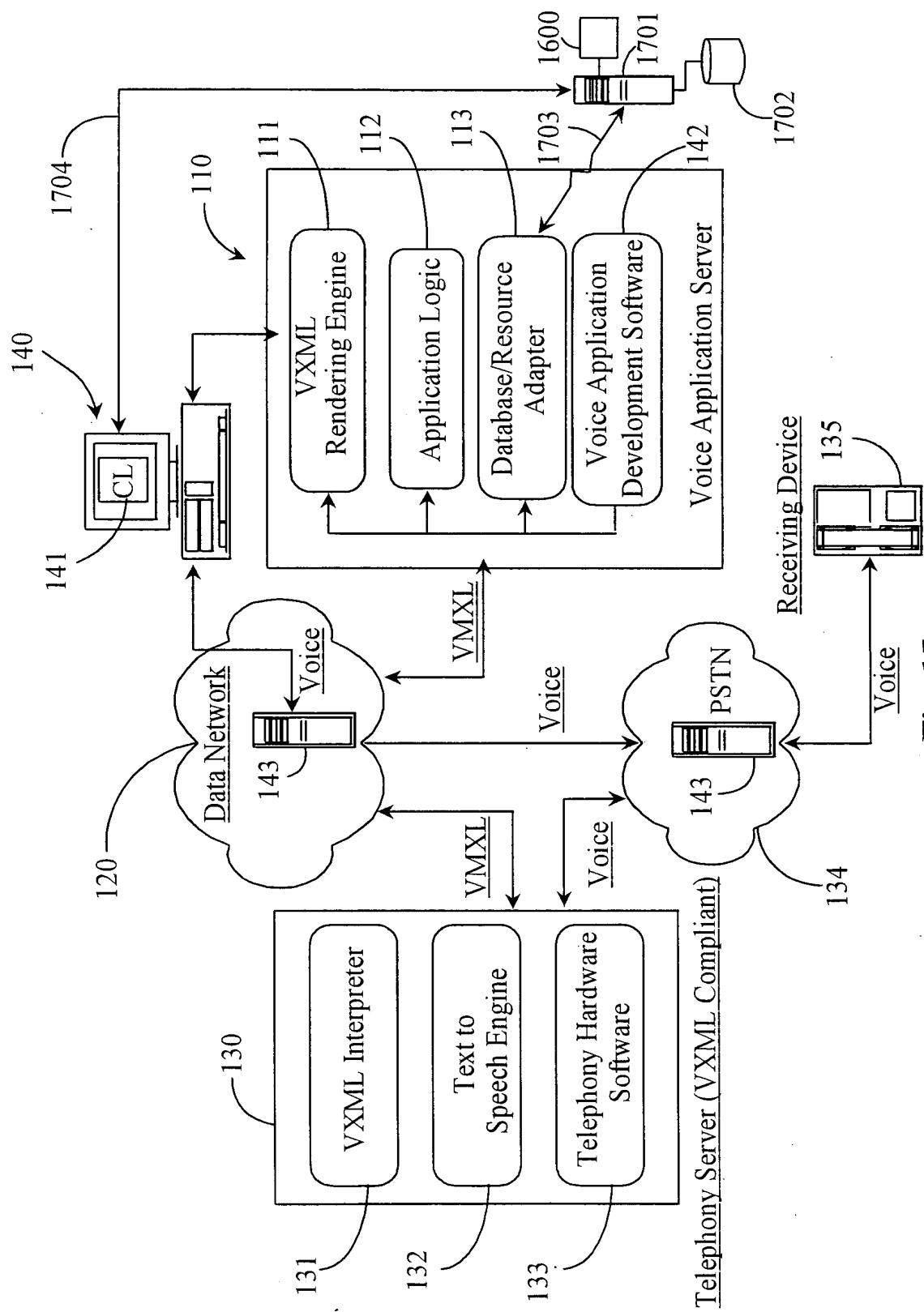


Fig. 17

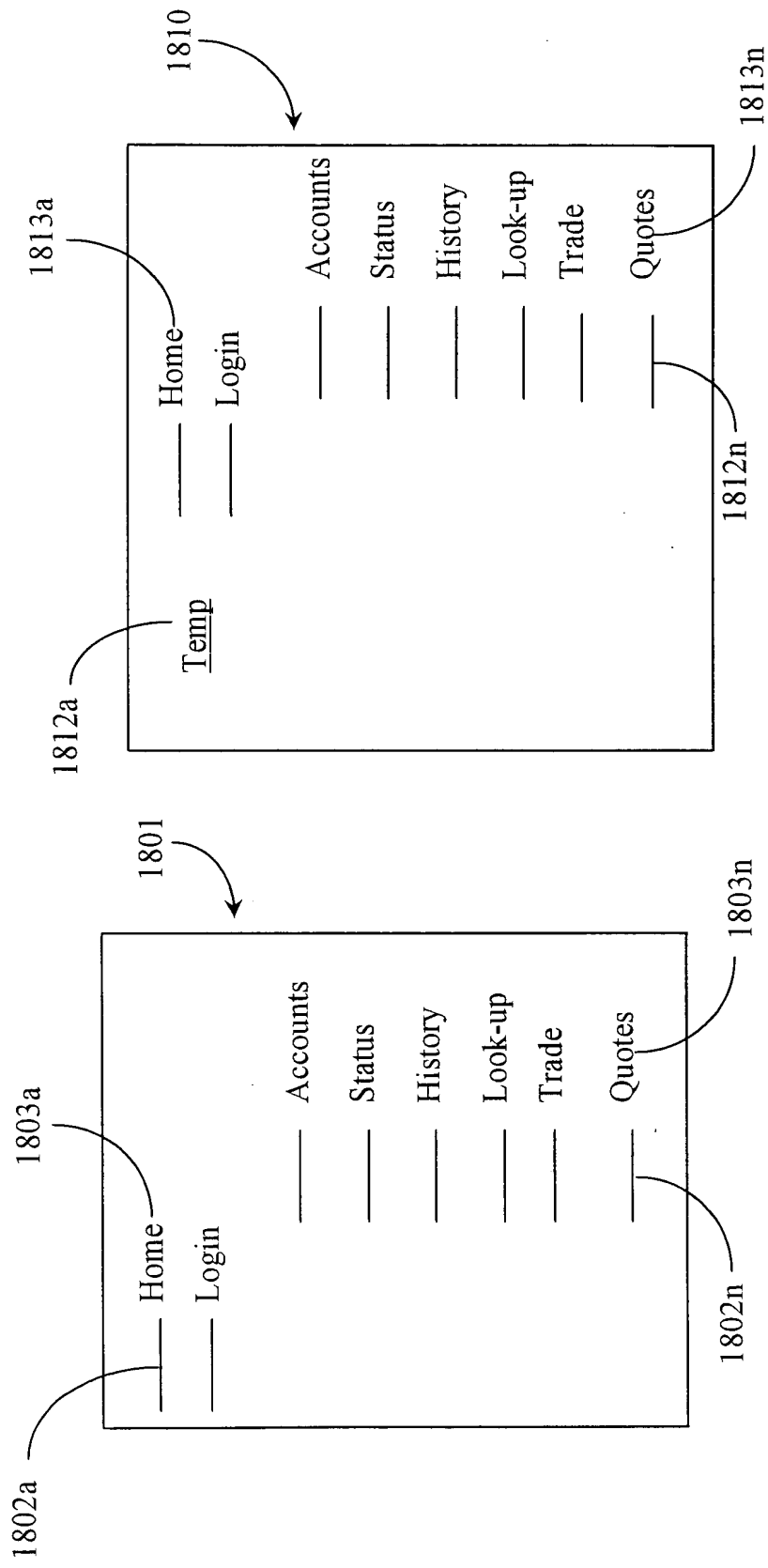


Fig. 18

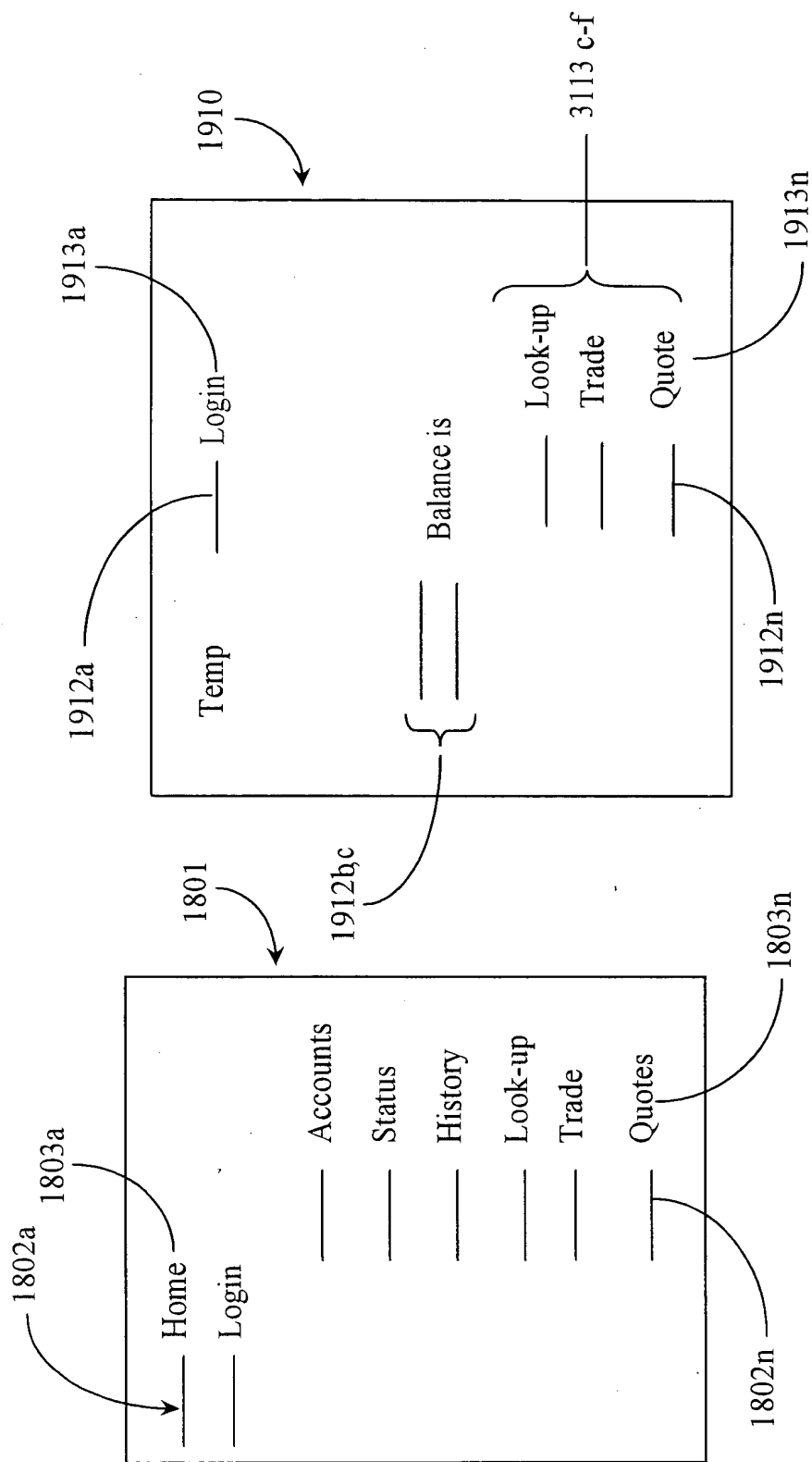


Fig. 19

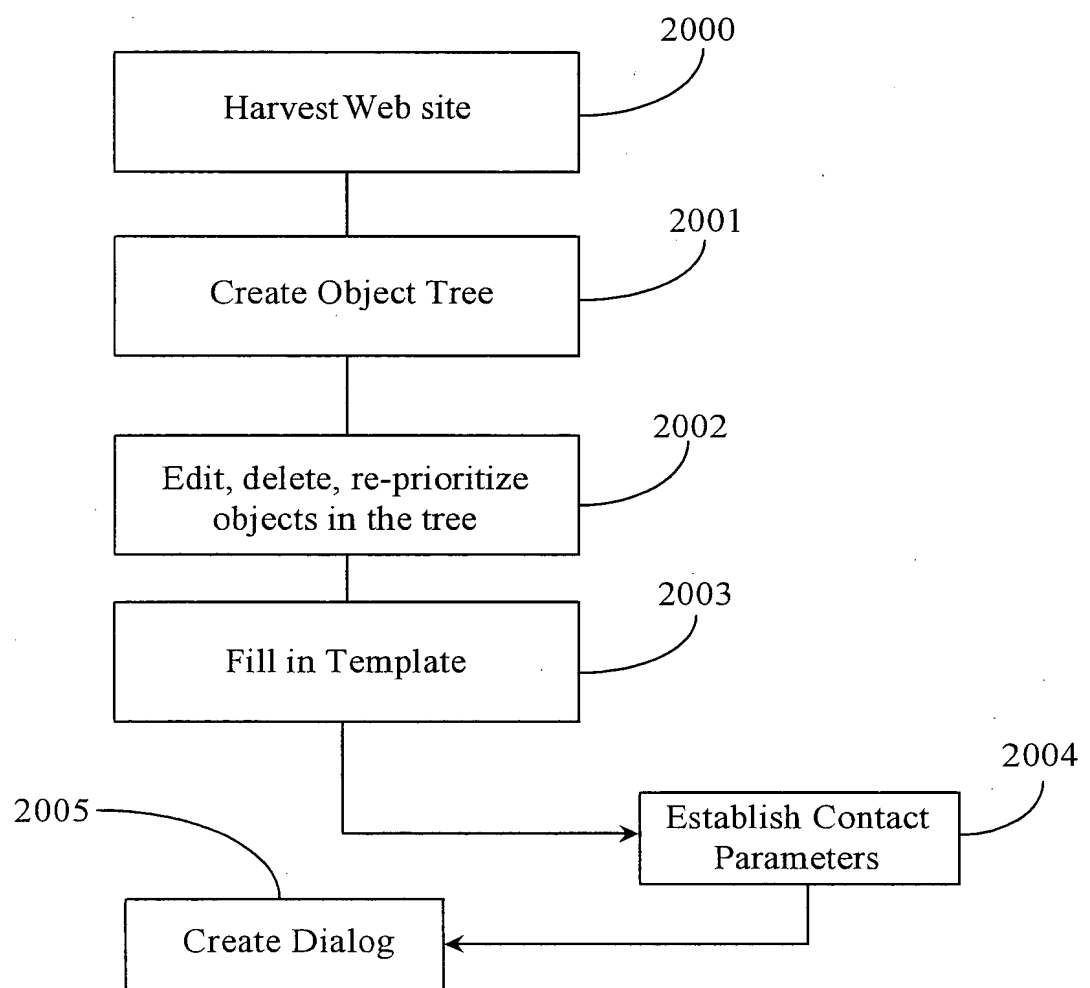


Fig. 20

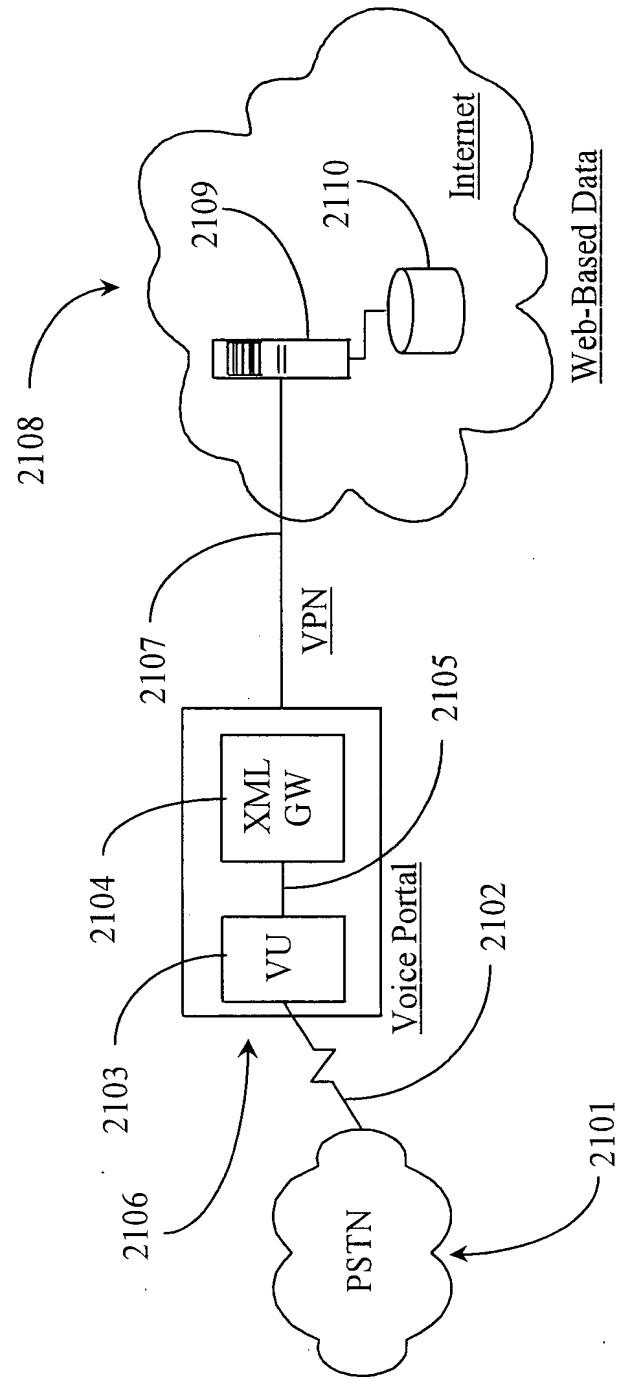


Fig. 21

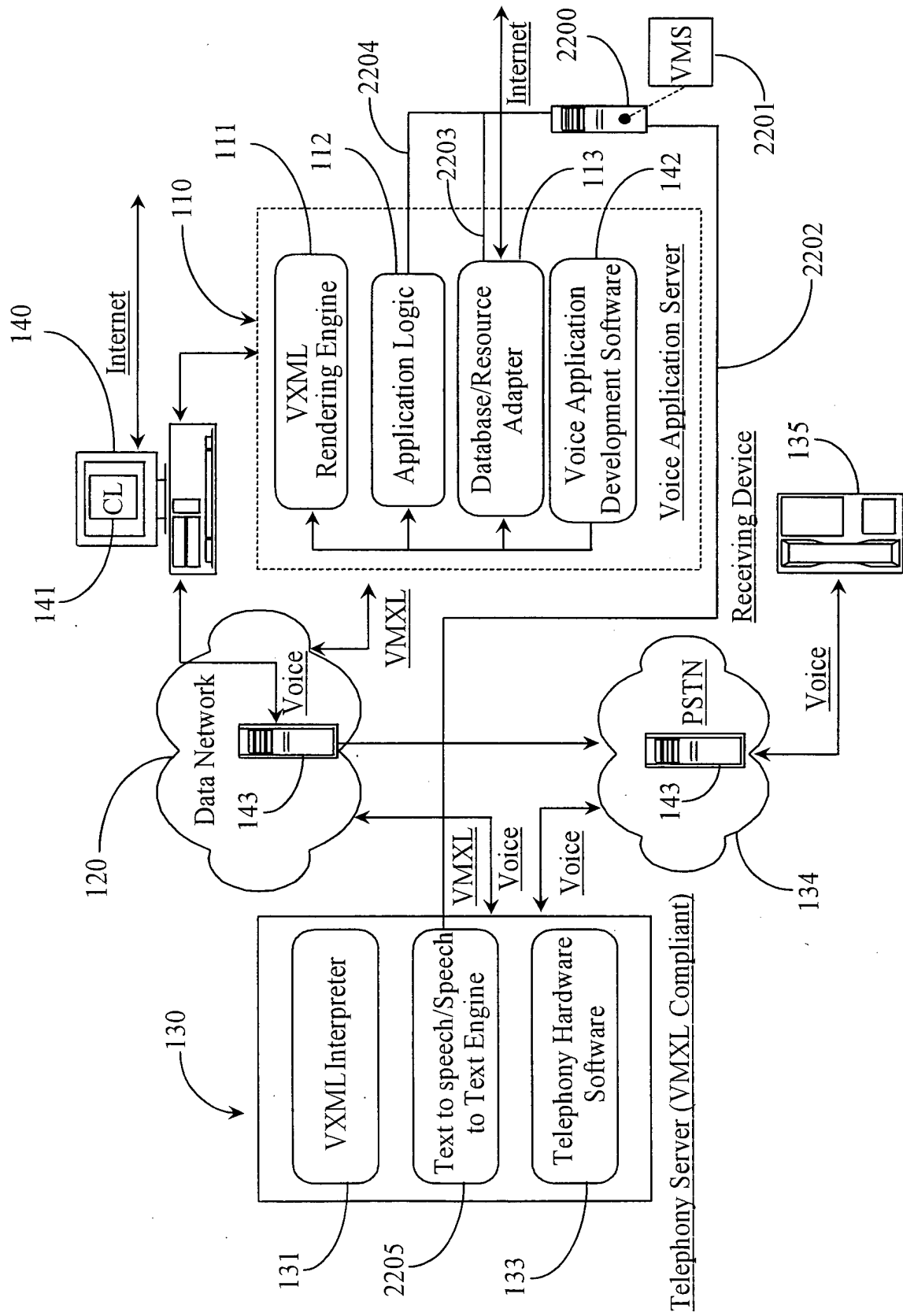


Fig. 22

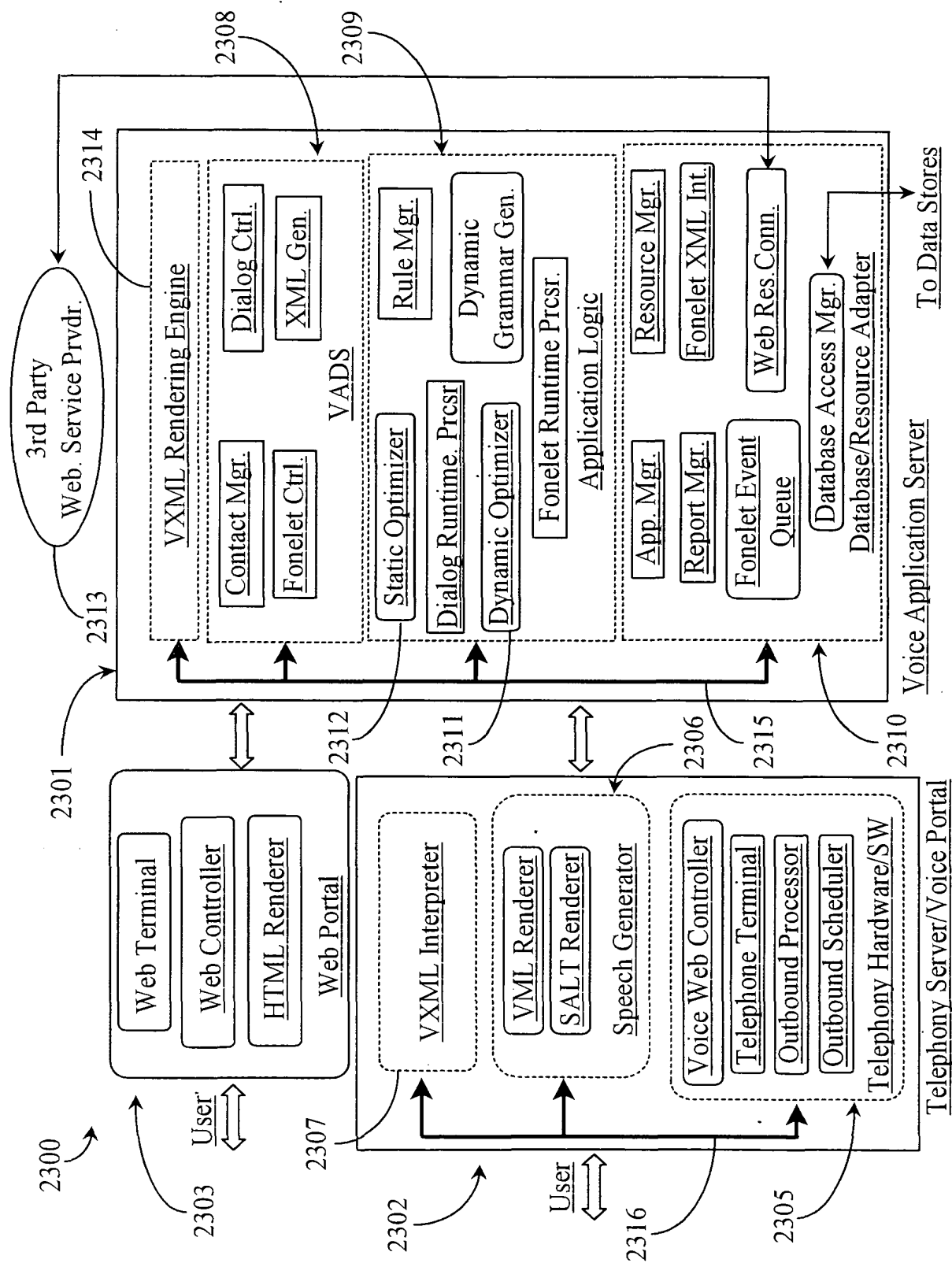


Fig. 23

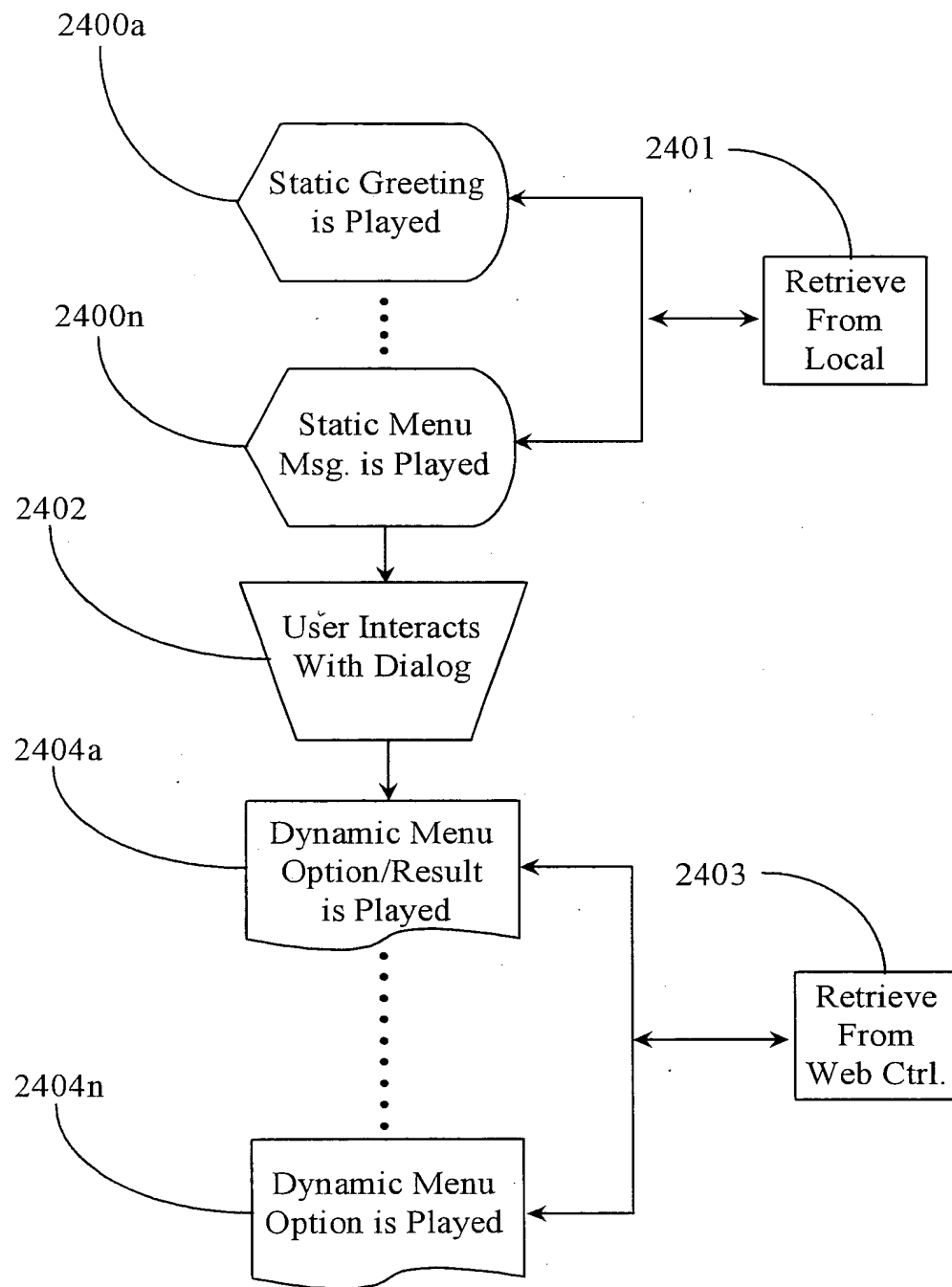


Fig. 24

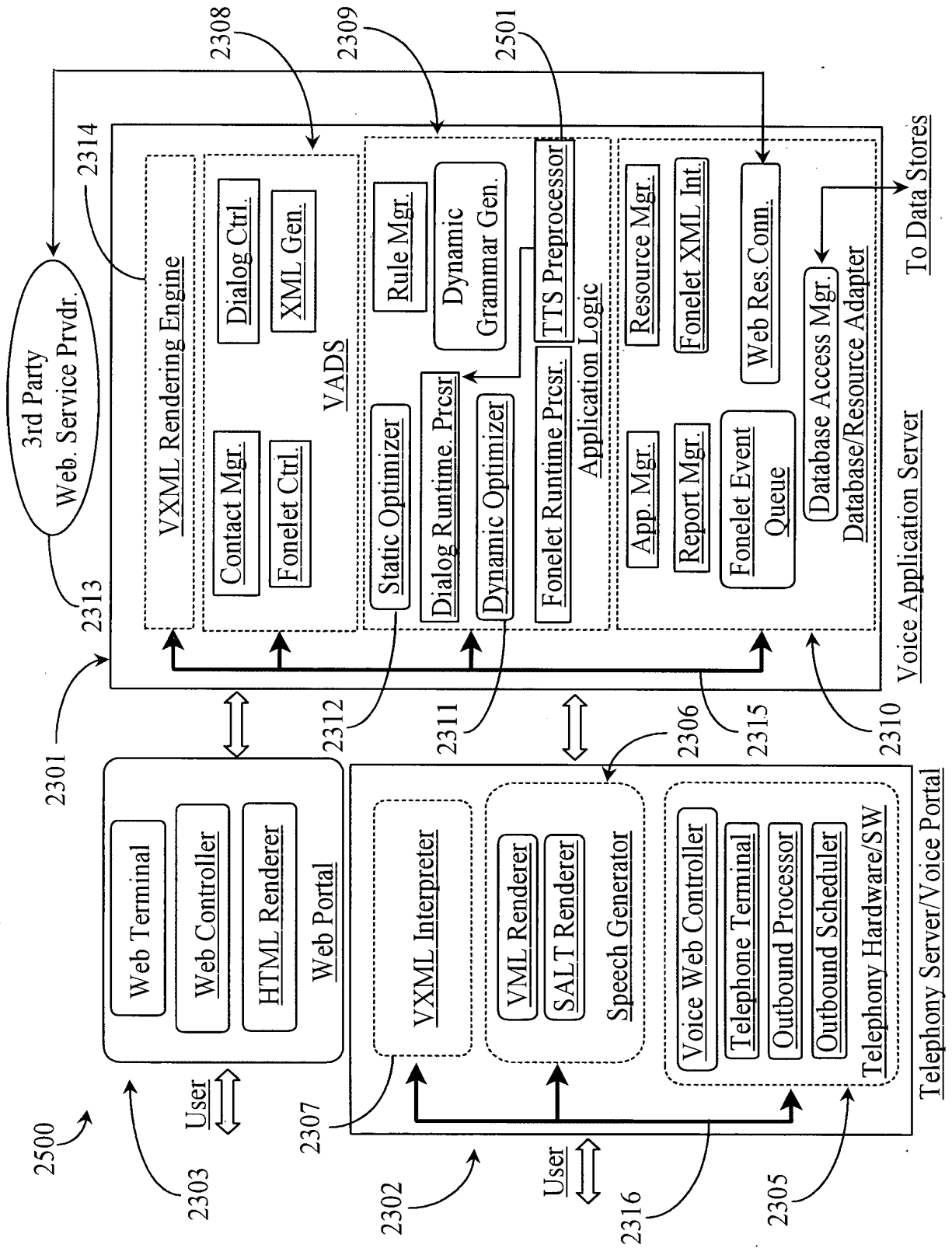


Fig. 25

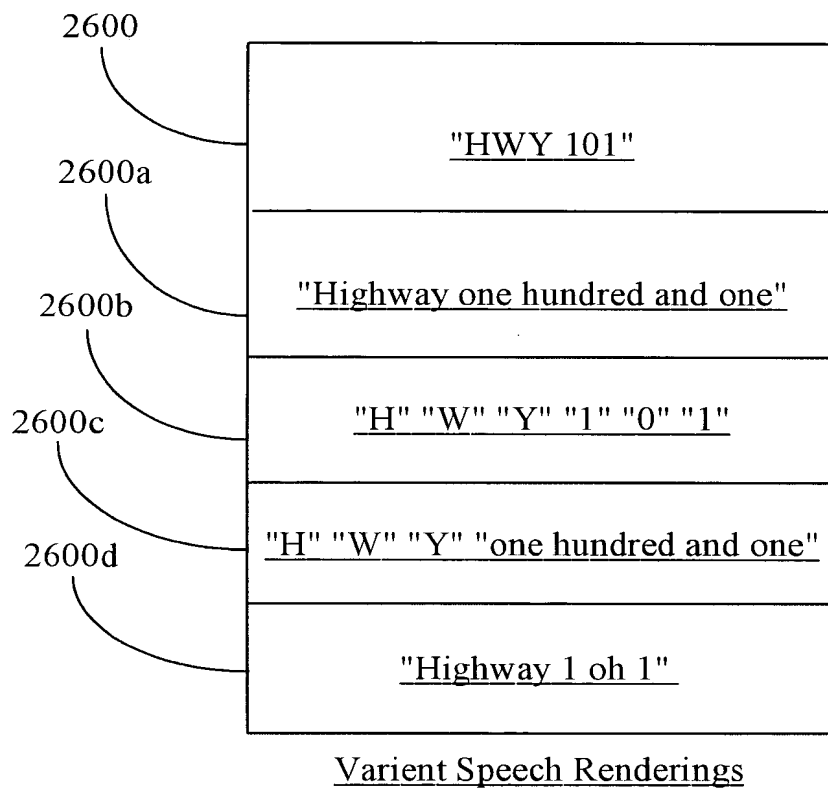


Fig. 26

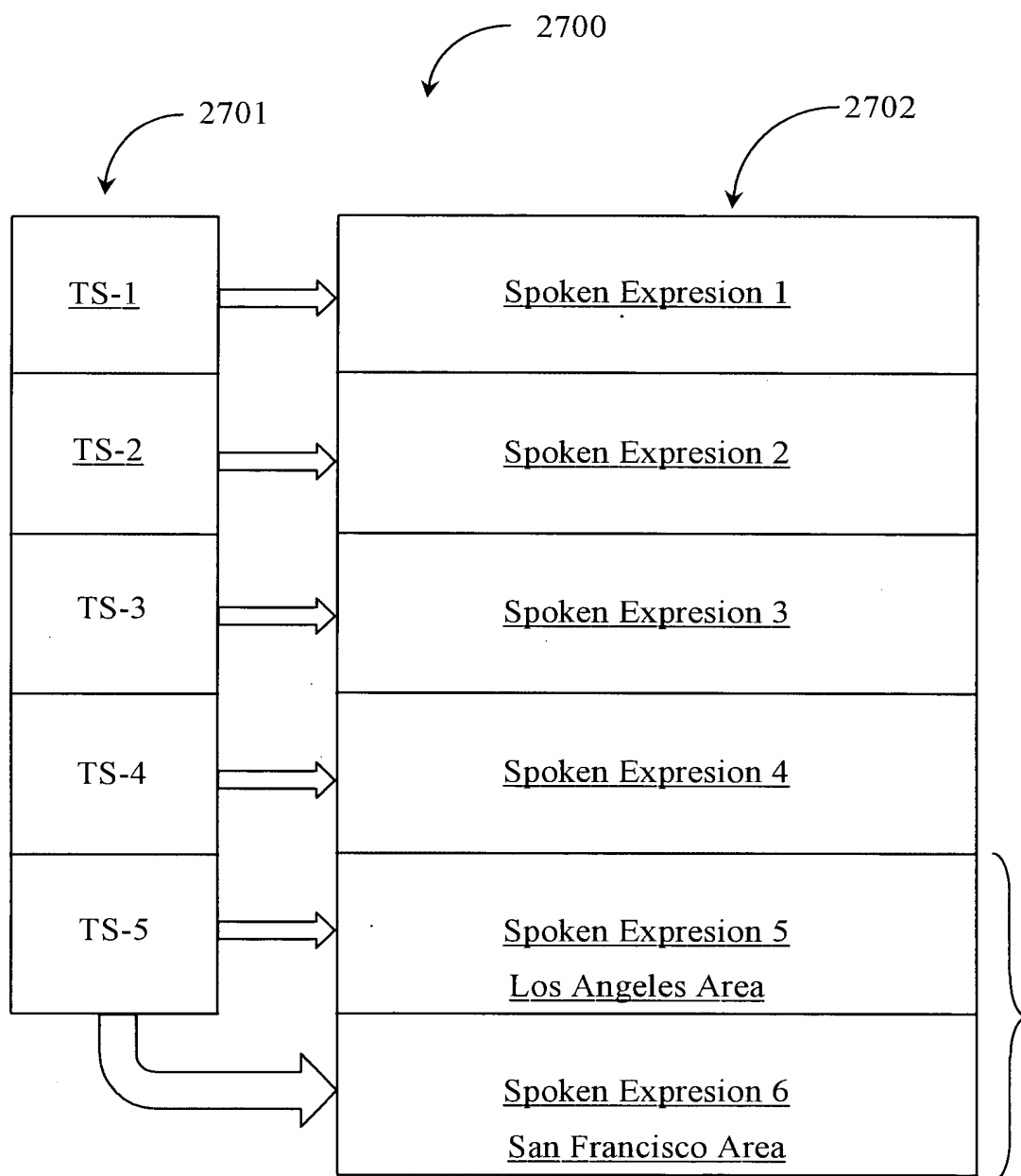


Fig. 27